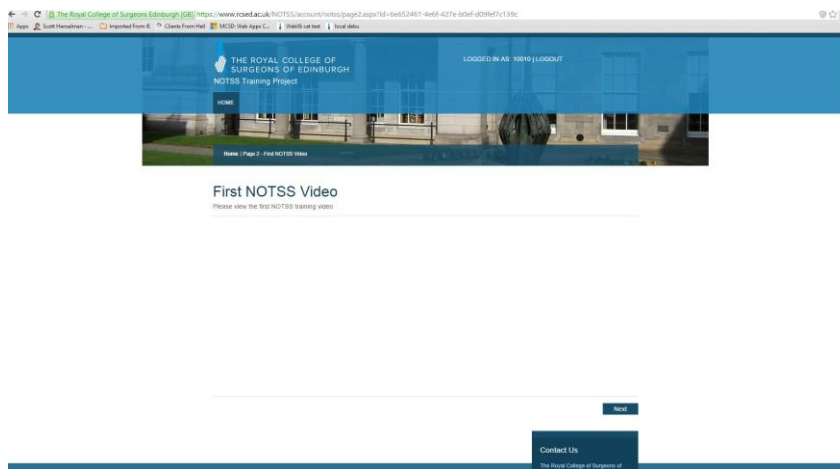


Viewing NOTSS Videos – Troubleshooting Guide

For some users of NOTSS in a box there have been problems viewing videos in that they do not display in the browser as shown below.


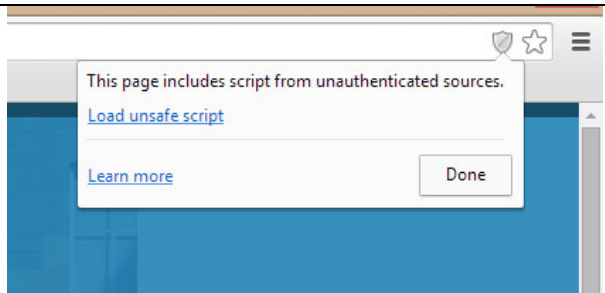
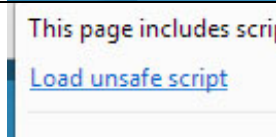
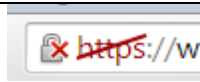


This is often due to browser security settings and the way video is streamed.

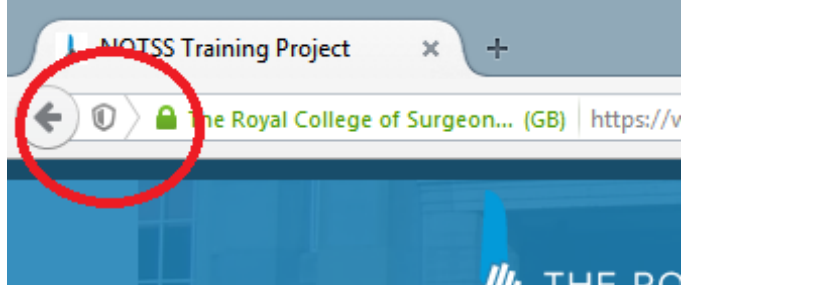
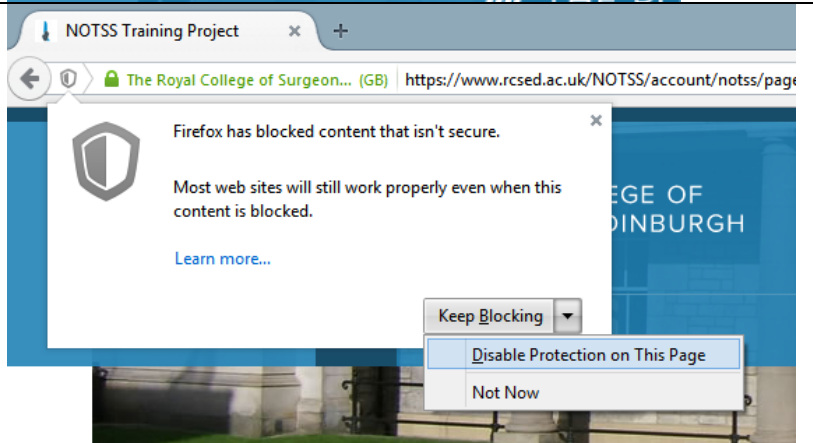
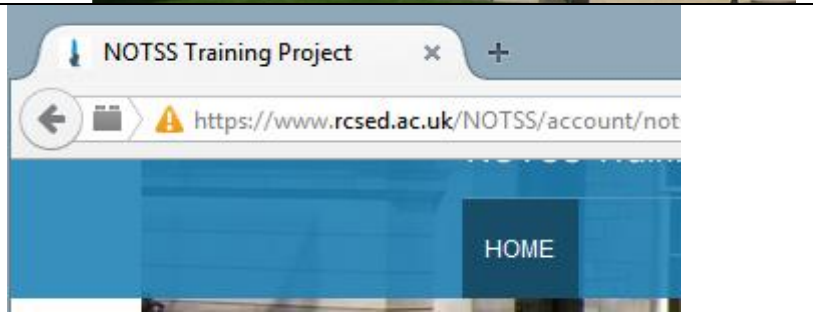
NOTSS uses a script in the page to detect browser and platform and deliver the video using the appropriate stream for that platform. Because NOTSS pages run over HTTPS but the Video is delivered over HTTP, the browser can often block the videos.

If this issue is affecting you, then your browser settings can be modified to allow the video to be viewed.

Google Chrome

At the right hand end of the address bar a shield icon is displayed, this is a warning of insecure content in the page.	
Click on the shield icon and a dialog will display.	
Click the link "Load unsafe script" and the video will play. The script determines the right way of playing the video on your browser/device.	
The browser will display a cross through the https part of the address. This is because the video is not served over https although the rest of the page is. All form data is secure and encrypted, it is only the video stream that is not encrypted.	

Mozilla Firefox

<p>At the left hand end of the address bar a shield icon is displayed, this is a warning of insecure content in the page.</p>	
<p>Click on the shield icon and a dialog will display. Select the arrow on the “Keep blocking” button and choose “Disable Protection on This Page”</p>	
<p>The browser will display a warning by the https part of the address. This is because the video is not served over https although the rest of the page is. All form data is secure and encrypted, it is only the video stream that is not encrypted.</p>	

If you continue to have issues please contact us using [this help form](#). Please supply information about the time of day you tried to access, the browser version and platform you are using as well as where you are accessing from e.g. home, NHS network etc.